

# ICAO Facilitation Regional Forum

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Seamless Skies: Efficient Facilitation  
for a Connected World

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Yaoundé, Cameroon



Hosted by:



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## **THE ROLE OF NATIONAL AIR TRANSPORT FACILITATION COMMITTEE**

- ➔ Facilitation has emerged as a cornerstone of global aviation, recognised by ICAO as a critical factor, just as safety and security, leading to the designation of 2024 as the year of Facilitation.
- ➔ The NATFC is a collaborative platform that brings together multiple government agencies, aviation stakeholders, and industry partners to streamline procedures and improve compliance with ICAO Annex 9. The NATFC serves as a vehicle for coordination between aviation and other critical sectors.
- ➔ In Eswatini, our NATFC includes representatives from immigration, customs, health, security, agriculture, foreign affairs, airports, airlines, and other key agencies fostering a collaborative environment for problem solving and policy alignment.



## ORGANISATION & RESPONSIBILITIES

- ➔ Effective facilitation depends on the active participation of all stakeholders within their roles and the active sharing of relevant information:
- ➔ **Civil Aviation Authority:** Oversees compliance with ICAO standards and ensures national coordination amongst various agencies.
- ➔ **Immigration & Customs:** Manage border controls, ensuring efficient processing while maintaining security. Issuance of Machine-readable passports





- ➔ **Health and agriculture** Authorities play a crucial role in monitoring public health, especially during pandemics.
- ➔ **Airlines and Airport Operators** ensure operational efficiency and passenger and cargo service quality.
- ➔ These partnerships in Eswatini have fostered strong collaboration, leading to synchronised operations, shared responsibilities, and collective problem-solving.





## **THE IMPORTANCE OF INFORMATION SHARING AND SEAMLESS PASSENGER EXPERIENCE**

- ➔ Realtime information exchange between agencies has improved decision-making, reduced duplication of efforts and enhanced overall efficiency.
- ➔ We have developed integrated digital systems to streamline communication among stakeholders, ensuring quick responses to operational challenges.
- ➔ By prioritising seamless passenger experience, Eswatini has improved the flow of passengers through our airport, reduced wait times and enhanced service delivery.



## **KEY ACHIEVEMENTS IN ESWATINI**

- ➔ We have successfully developed a National Air Transport Facilitation Programme that outlines clear roles and responsibilities for each stakeholder. This has been workshopped extensively to ensure each stakeholder understands their individual and collective role.
- ➔ Improved coordination during health crises and other activities, such as the COVID-19 pandemic, through joint response protocols and real-time information sharing.
- ➔ Implementation of streamlined passenger processing systems, reducing bottlenecks and enhancing border security.





## **REGIONAL COLLABORATION EFFORTS**

- ➔ Eswatini actively engages with neighbouring countries through SADC frameworks and other existing regional structures exchanging best practices and aligning regional policies for seamless air travel.
- ➔ Joint training initiatives and technical exchanges such as this one have strengthened our capabilities and ensured compliance with international standards.





## **CHALLENGES AND LESSONS**

- ➔ Key challenges initially included the understanding and importance of NATFC amongst key stakeholders outside of the aviation space, due to differing agency priorities, which led to a need for continuous engagements and capacity building.
- ➔ Regular communication, political support and shared accountability have proven essential in overcoming these barriers. Through interventions of our line Minister, with other Ministers responsible for the other agencies through Cabinet.
- ➔ In conclusion enhancing regional collaboration and national coordination is vital for ensuring efficient, secure, and passenger friendly air transport systems.
- ➔ Eswatini remains committed to strengthening its NATFC and supporting regional partnerships that contribute to ICAO's vision of safe and seamless global air travel.

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# Thank You

